**MAN 2604 – Intercultural Relations in Business**

**Fall 2023 Online Course Schedule**

**INSTRUCTOR:** Christy Pagano, M.E.

Contact Information: 727-488-9832

Online Office Hours: Monday (9:30-10:30am); By Appointment as necessary

**Email Info:** ALL email correspondence pertaining to this course MUST go through the course. If you have questions on how to send emails within MyCourses review the student tutorials or contact

**SPC Technical Support at (727) 341-4357** for assistance.

**COURSE INFORMATION:** MAN 2604 INTERCULTURAL RELATIONS IN BUSINESS

This course examines intercultural communication from a business perspective. Students will study facets of communication differences in various cultures. Emphasis is on increasing understanding of cultural issues that affect communication effectiveness in international business with emerging trade partners. The international areas of study include: Brazil, China, Germany, Japan, Mexico, and Russia.

## WELCOME!

I want to ensure your success in this class by providing a few resources that you can utilize in your educational journey. These tools are for your growth and development, they are NOT required – but you may find them to be of great benefit toward your success. You can use these tools for this course and other courses.

**APA Style Blog** is an excellent site to get answers for APA questions answered quickly by a real person. It is a fantastic site to learn more about how to cite in APA. For more information go to: [http://blog.apastyle.org](http://blog.apastyle.org/)

**Dragon Dictation** is an easy-to-use voice recognition application powered by Dragon NaturallySpeaking that allows you to easily speak and instantly see your text. For more information go to: <http://www.nuance.com/for-individuals/mobile-applications/dragon-dictation/index.htm>

**Grammarly** is a tool for you to use for checking grammar right from your browser or Microsoft Office. This tool can improve your writing in emails, documents, social media posts, messages, and more. Visit [www.grammarly.com](http://www.grammarly.com/)

**Prezi** is an online presentation software that allows for group and team collaborations seamlessly. It is easy to use and FREE. For more information. Visit <https://prezi.com/business/>

**Let me know if you have any questions, I am here for your success!**

**TEXTBOOK INFORMATION:**

No text required

**COURSE OBJECTIVES**:

Students will demonstrate knowledge of the geographical, political, religious, and socioeconomic environments of selected countries. Each student will:

* Discuss his or her comprehension of cultural differences in relation to the impact of communication in business transactions.
* Apply learned intercultural communication skills within a business setting.

Students will demonstrate knowledge of the implications of intercultural business communication for the international, multicultural global firm. Each student will:

* Use the elements of business protocol in selected countries.

Students will demonstrate an understanding of the business and cultural greetings and conversational phrases used in the language of selected countries.

Students will understand the importance of preparation for an overseas or foreign work assignment.

**Availability of Course Content:** The module for the week will open on Mondays at 1:00 AM EST and will close on Sundays at 11:59 PM EST.

**IMPORTANT NOTE:** **Textbook and technical difficulties are not valid excuses for extensions or missed assignments. Ensuring access to these items for the duration of the course is the student’s responsibility.**

## Method of Assessment/Grading Policy:

**Assignments are due in DROP BOXES/DISCUSSION BOARDS or CORRESPONDING FOLDERS by 11:59 PM on Sunday evenings.   
UNLESS OTHERWISE NOTED by the Instructor**

**Please do your best to not wait until the last minute to submit assignments!**

**Late Submissions & Extensions for Assignments & Quizzes**

In general, late submissions are **not permitted**. If you have extenuating circumstances that prevent you from meeting a deadline, completing a project, or participating in the class, please contact the instructor to make alternative arrangements. The granting of alternative arrangements **is at the discretion of the instructor.**

Active communication is the key to overcoming any hurdles you may encounter during the term. Online discussion concludes at the end of the current week/module. **Discussion posts made after the end of the current week/module will not be accepted.** A **10% grade penalty** is assessed for written work up to twenty-four hours late; **an additional 10% penalty** is assessed for each additional day the work is late at the discretion of the faculty and may only be submitted **within 10 days** after the original due date. An attempt to submit multiple past-due assignments at the end of the course **will not** be permitted. Discussion posts made after the current week/module **will not** be accepted. Late submissions of quizzes **will not** be accepted. **All requests for extensions must be made in writing (via email) and supporting documentation may be required for extensions to be granted.**

**The last day to submit assignments is Tuesday, the last week of class @ 11:59 pm as shown in the calendar.**

**It is required that students understand their responsibilities as college students and commit to the expectations of the course for which they have chosen to enroll.**

**COMPUTER REQUIREMENTS:**

Students should have regular access to a computer that is connected to the Internet. It is strongly recommended that students have a broadband (high-speed) internet connection such as DSL or a cable modem. When taking on-line quizzes and exams (or viewing on-line videos), students should have an Internet connection that is stable and will not drop their connection.

Students without a stable high-speed internet connection should consider making arrangements to take on-line quizzes and exams at one of the St. Petersburg College libraries (or a similar facility) where a stable high-speed internet connection is available. Internet Explorer is the preferred browser to use to access course materials.

Because of the use of teams in many classes, a formal standard has been devised. This standard applies to all classes. Students are required to submit assignments and share team documents in Microsoft Office formats (Word, Excel, or other Microsoft formats, if specified).

The College of Business provides full function student licenses of Microsoft software, other than the basic Office product. Details regarding obtaining the software and licenses are provided in a video under Course Materials and on the Technology Management Student Commons.

**Student Assistance Program (SAP)**

As an SPC student it's vital that you know Titans Care.  You can access resources through SPC’s Student Assistance Program (SAP) (<https://mycoursessupport.spcollege.edu/student-assistance-program>), a collaborative resource for students with mental health or general life issues.  SAP provides help and education in suicide prevention, mental health, substance abuse awareness and more.  It is SPC’s belief that supporting mental wellness is everyone’s charge and that one loss as a result of substance abuse, mental illness, or suicide is one too many. If you or a loved one are considering suicide, please call the National Suicide Prevention Lifeline at 1-800-273-8255.

**ACADEMIC HONESTY:**

Cheating, plagiarism, bribery, misrepresentation, conspiracy and fabrication are defined in Rule [6Hx23-4.461](file:///C:\Users\williams.tonya\Desktop\4_461.doc), Student Affairs: Academic Honesty Guidelines, Classroom Behavior.

**\*\*\*Please note the Turnitin percentage on written assignments is to remain under 25%\*\*\***

**GENERATIVE AI (CHATGPT):**

You may have heard of Generative AI (Artificial Intelligence).  The best-known example is ChatGPT, a chatbot that allows you to type a question as if you were talking to a real person, and it quickly offers a seemingly meaningful, original answer. Tools like this are powerful and can be useful in many contexts, but we must be aware of their limitations, as they can produce inaccurate, fabricated, and even offensive content. In addition, the work produced is not technically your own. In order to avoid violating SPC’s academic integrity policy, students must be sure to follow each professor’s course policies regarding the use of artificial intelligence in academic work. If you’re unsure of a professor’s guidelines, reach out to them to discuss further. My policies for this course can be found below.

**Option 1: Generative AI Not Permitted**

You are strictly prohibited from using use Generative AI (Artificial Intelligence), including ChatGPT and similar AI tools, in this course. The work produced by AI writing tools is not your own original work and is therefore unacceptable for the assignments in this course. If you cite AI-generated content, the work will be considered incomplete and receive a zero. If you do not cite, the work will be considered plagiarism and receive a zero. If you have any questions about this, please reach out to me. I am glad to offer guidance!

**Option 2: Generative AI Permitted Under Some Circumstances or With Explicit Permission**

You may only use Generative AI (Artificial Intelligence), including ChatGPT and similar AI tools, when assignment directions specifically state that it is allowed~~,~~ and these tools must be used with caution. AI is not a replacement for your own thinking and research. AI-generated text or other content must be clearly marked and cited properly. In addition, you are responsible for confirming the veracity of any information or sources produced by artificial intelligence. If you have any questions about this, please reach out to me. I am glad to offer guidance!

**Option 3: Broader Use of Generative AI Permitted Within Guidelines**

You are welcome to use Generative AI (Artificial Intelligence), including ChatGPT and similar AI tools, in your work for this course. However, AI is not a replacement for your own thinking and research. AI-generated text or other content must be clearly marked and cited properly. In addition, you are responsible for confirming the veracity of any information or sources produced by artificial intelligence. If you have any questions about this, please reach out to me. I am glad to offer guidance!

**GRADING POLICY:**

My expectation is that all assignments be submitted on time. However, as life has it, there are times when more pressing obligations get in the way. To facilitate those times, I do allow for late assignments based on the following written guidance only:

There are a number of special requirements that must be met before a grade of “I” (Incomplete) becomes an option. You may view these requirements at: [*http://www.spcollege.edu/catalog\_academics/*](http://www.spcollege.edu/catalog_academics/).

**ATTENDANCE POLICY:**

**Time Commitment**

This is a 3-credit hour course conducted over 8 weeks. In order to meet and maintain accreditation standards, course activities and assignments are designed to command student engagement, on average, between 12 to 15 hours per week. Spending less time would be insufficient for success. It is important to view assignment due dates provided in the assignment and due dates section.

**Attendance**

Class participation is encouraged and expected. Participation is defined as reading and preparing for class, completing and submitting assignments on time, engaging consistently in class discussions, and taking part in all other course activities. The Assignments and Due Dates section details the due dates for all assignments and the final project.

Attendance for the 60% mark of this class (week 5 of 8) will be calculated based on students’ successful completion of all activities assigned during weeks 1 through 5. NOTE: Failure to achieve attendance leads to a grade of “WF” (Withdrawn and Failed). The grade of “WF” implies serious financial and GPA consequences.

**Instructor’s Expectations of Students:**

* Ensure that you act as a good class participant
* Ensure that you have an understanding of all given requirements
* Ensure that you plan ahead to deliver all expectations
* Ensure that you ask questions before you invest effort on incorrect tasks or incorrect priorities
* Ensure that you engage critical thinking skills and thorough research techniques
* Ensure that you produce senior-level written communication

**Students’ Expectations of the Instructor:**

* Effectual and consistent communication
* Reasonable response to all written correspondence (usually within one (1) SPC work day)
* Reasonable turnaround of all graded coursework (usually within eight (6) SPC work days)

**Dropping the Course:**

**During the first week of classes**, students may drop the course through the registration process and receive a refund. After the first week, students may withdraw from the course; however, you must notify the instructor and then withdraw. **Faculty will not drop or withdraw students**. Refer to the academic calendar for exact withdrawal dates.

**SPECIAL ACCOMMODATIONS:**

SPC offers a comprehensive academic support program for qualified students, based on the provisions of the Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973. All accommodations and services are arranged on an individual, case-by-case basis. If you wish to request accommodations as a student with a **documented** disability, please make an appointment with an Accessibility Services office located on a campus near you. The Accessibility Services offices can be contacted at (CL) 727.791.2628, (SPG) 727.341.4613, (DT and Epi) 727.341.7913, (MT and AC) 727.398.8284, (TS) 727.712.5789, and (SE) 727.394.6289.

**COVID-19 GUIDELINES:**

Please review the Syllabus Addendum posted on the [Student Responsibilities](https://www.spcollege.edu/current-students/student-affairs/student-right-to-know/student-responsibilities) section of the SPC Website.

**COURSE RESOURCE LINKS:**

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| Student Help Desk – (727) 341-4357 | <http://www.spcollege.edu/helpdesk/> |
| SPC Library | http://www.spcollege.edu/central/libonline/ |
| Academic Honesty | <http://www.spcollege.edu/AcademicHonesty/> |
| Accessibility Services | <http://www.spcollege.edu/central/ossd/index.htm> |
| College Calendar | http://www.spcollege.edu/academic-calendar |
| Career Development Services | <http://www.spcollege.edu/Central/Career/OCDS/index.shtm> |
| International Student Services | <http://www.spcollege.edu/central/international/> |
| Learning Support Centers | <http://www.spcollege.edu/webcentral/resource/supplemental.htm> |
| New Initiative Center (NIP) | <http://www.spcollege.edu/hec/nip> |
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**MISCELLANEOUS:**

Tutoring assistance is available on-line and on site at the Learning Support Center in Clearwater. The College of Business will post tutor and library assistance hours in the Student Commons for the Learning Resource Center at Epi Center.

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| **Topic & Activities** | **Individual Points** | **Team Points** | **Deadline** | **Content / Preparation** |
| **Week 1: Culture and Communication** | | | | |
| Chapter 1 |  |  | 10/15 | Read for Understanding |
| Discussion | 15 |  | 10/15 | **Initial Discussion Due:** 10/11  **Response Discussion Posts Due:** 10/15 |
| Syllabus Quiz | 5 |  | 10/15 | Multiple choice/essay |
|  |  |  |  |  |
| **Topic & Activities** | **Individual Points** | **Team Points** | **Dead - line** | **Content / Preparation** |
| **Week 2: Getting to Know Another Culture; Self and Groups in Business Cultures** | | | | |
| Chapters 3 and 4 |  |  | 10/22 | Read for Understanding |
| Discussion | 15 |  | 10/22 | **Initial Discussion Due:** 10/18  **Response Discussion Posts Due:** 10/22 |
| Quiz | 30 |  | 10/22 | Multiple choice/essay: Chapters 1, 3, and 4 |
| Mexico Report | 40 |  | 10/22 | Submit report as instructed using APA format |
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| **Topic & Activities** | **Individual Points** | **Team Points** | **Dead - line** | **Content / Preparation** |
| **Week 3: Role of Language in Intercultural Communication; Organizing Messages to Other Cultures** | | | | |
| Chapters 2 and 5 |  |  | 10/29 | Read for Understanding |
| Discussion | 15 |  | 10/29 | **Initial Discussion Due:** 10/25  **Response Discussion Posts Due:** 10/29 |
| Japan Report | 40 |  | 10/29 | Submit report as instructed using APA format |
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| **Topic & Activities** | **Individual Points** | **Team Points** | **Dead - line** | **Content / Preparation** |
| **Week 4: Nonverbal Language in Intercultural Communication; Cultural Rules for Establishing Relationships** | | | | |
| Chapters 6 and 7 |  |  | 11/5 | Read for Understanding |
| Discussion | 15 |  | 11/5 | **Initial Discussion Due:** 11/1  **Response Discussion Posts Due:** 11/5 |
| Quiz | 30 |  | 11/5 | Multiple choice/essay: Chapters 2, 5, 6, and 7 |
| Germany Report | 40 |  | 11/5 | Submit report as instructed using APA format |
|  |  |  |  |  |
| **Topic & Activities** | **Individual Points** | **Team Points** | **Dead - line** | **Content / Preparation** |
| **Week 5: Information, Decisions, and Solutions; Intercultural Negotiation** | | | | |
| Chapters 8 and 9 |  |  | 11/12 | Read for Understanding |
| Discussion | 15 |  | 11/12 | **Initial Discussion Due:** 11/8  **Response Discussion Posts Due:** 11/12 |
| Brazil Report | 40 |  | 11/12 | Submit report as instructed using APA format |
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| **Topic & Activities** | **Individual Points** | **Team Points** | **Dead - line** | **Content / Preparation** |
| **Week 6: Legal and Government Considerations in Intercultural Business Communications; The Influence of Business Structures and Corporate Culture on Intercultural Communication** | | | | |
| Chapters 10 and 11 |  |  | 11/19 | Read for Understanding |
| Discussion | 15 |  | 11/19 | **Initial Discussion Due:** 11/15  **Response Discussion Posts Due:** 11/19 |
| Quiz | 30 |  | 11/19 | Multiple choice/essay: Chapters 8, 9, 10, and 11 |
| Russia Report | 40 |  | 11/19 | Submit report as instructed using APA format |
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| **Topic & Activities** | **Individual Points** | **Team Points** | **Dead - line** | **Content / Preparation** |
| **Week 7: Intercultural Dynamics in the Intercultural Company** | | | | |
| Chapter 12 |  |  | 12/5 | Read for Understanding |
| Discussion | 15 |  | 12/5 | **Initial Discussion Due:** 11/29  **Response Discussion Posts Due:** 12/5 |
| China Report | 40 |  | 12/5 | Submit report as instructed using APA format |
|  |  |  |  |  |
| **Topic & Activities** | **Individual Points** | **Team Points** | **Dead - line** | **Content / Preparation** |
| **Week 8: Final Deliverables** | | | | |
| Final Quiz | 10 |  | 12/5 |  |
| Final Term Report | 55 |  | 12/5 | Your choice of countries—other than the USA or those already assigned during the course |
|  |  |  |  |  |
|  | **Individual Points** | **Team Points** | **Total Points** |  |
|  | 505 |  | 505 | Total Points |
|  |  |  | 450 | Minimum points for an "A" |
|  |  |  | 400 | Minimum points for an "B" |
|  |  |  | 350 | Minimum points for an "C" |
|  |  |  | 300 | Minimum points for an "D" |
|  |  |  | 299 | Points and less is an "F" |
|  |  |  |  |  |